

Iowa Communications Network Payphone Service Providers (PSP) Dispute / Claims Resolution Process

The Iowa Communications Network (ICN) utilizes Rhodus Group, LLC. to pay PSP compensation on behalf of ICN. The Rhodus Group will pay compensation on a quarterly basis. If you have a dispute/claim regarding your payment, please contact Rhodus Group at <http://www.rhodusgroup.com>. If you are unable to resolve the dispute/claim with the Rhodus Group, ICN will handle the dispute/claim. When filing a claim with ICN, please provide ICN with a copy of the original claim filed with the Rhodus Group and their response. Your concerns can be addressed to the following address:

Iowa Communications Network
Attn: Deb Evans
400 East 14th Street
Grimes State Office Building
Des Moines, IA 50319

Email: deb.evans@iowa.gov

Phone: 515-725-4698

If you disagree with any of the Payphone Compensation quarterly calculations and cannot resolve the claim through Rhodus Group, you must include the following information in your dispute/claim filed with the ICN:

1. Current PSP RESH Number
2. Claim Quarter of Dispute
3. Payphone Number(s) disputed
 - a. Date, time and number called
4. Purchase or Sale of payphone company
5. Any additional information that may help in a quick resolution
6. A copy of the original claim filed with Rhodus Group and the Rhodus Group response

Please provide your dispute information in an excel file.

ICN will use every effort to respond to your disputes as quickly as possible. Response time to your dispute will depend upon the number of payphones in question, the time periods involved and the complexity of the questions.

Randy Goddard, Executive Director

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 icn.iowa.gov

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